



Managed Novell File/Print Services

Product Summary

ITS owns and operates a shared and secure File and Print Services environment in the State's Salt Lake City data center. This environment provides file storage and print services that is available to State agencies as a managed service.

Product Features and Benefits

Managed File/Print Services provided by ITS benefits customer agencies in these ways:

Managed Novell NetWare File/Print Services – Benefits
Frees up agency resources for more mission-critical work.
Housed in the State's secure Tier 3 data center in Salt Lake City.
Provided by a highly available clustered architecture.
Backed up nightly.
Virus control.
Strict compliance with ITS change policies.
Resource trees can be synchronized with the Utah Master Directory (UMD).
The File/Print Services environment is monitored 24 X 7 X 365.

Managed Novell File/Print Services – Description of Services

Managed Novell File/Print Services provides customers with a means to participate in a fully managed file/print environment without having to dedicate human resources or equipment for such purposes.

ITS provides all administration duties for Managed Novell File/Print Services:

- Adding and deleting user accounts
- Administration and maintenance of eDirectory objects
- Installation of operating system patches and upgrades
- System monitoring
- File system maintenance
- System troubleshooting / issue resolution
- Backup administration

Disk Storage Space

The amount of storage space (primary and backup) available to an agency that participates in Managed Novell File/Print Services is variable. The customer agency and ITS will jointly define storage requirements, file structures, etc.



State of Utah—ITS

Product Description (for SBAs)

ITS Responsibilities

ITS owns and operates the Managed Novell File/Print Services environment. Customers that participate in this environment are relieved from having to purchase and maintain server equipment.

ITS provides all administration duties for the Managed Novell File/Print Services environment including:

- Management of Novell license renewals
- Installation of Operating System and File/Print Services software
- Installation of patches and upgrades
- Application installation and deployment
- System monitoring
- System troubleshooting/issue resolution
- Management of system & file-level backups and restores (see below.)

ITS will follow the established change management process for all patches and upgrades to the Novell environment. (See the published ITS change management procedures.)

System and File-Level Backups

Novell NetWare disk storage space is backed up, incrementally, nightly according to the following policies:

Management Class	Versions Kept	Retention – Changed Versions	Retention – Deleted Versions
SYS	2	30 days	30 days
DataUsers	3	180 days	365 days
DataOther	2	90 days	180 days

Customer Responsibilities

The customer is responsible for:

- All software license costs associated with their applications that may reside on the File/Print Server.
- Costs associated with upgrades to their applications.
- Proof of licensure for agency applications.
- Provide physical copies of applications to be installed if required.
- Paying for all per-user Novell NetWare client licenses, including maintenance.

ITS Customer Support

Problem resolution by ITS staff, agency staff and vendors is managed and coordinated by the ITS Customer Support Center. The following parameters govern ITS efforts to resolve technical problems:

ITS Customer Support
Problem priority is based on defined criteria for the importance of the system affected, the



State of Utah—ITS

Product Description (for SBAs)

ITS Customer Support
severity of system degradation, and the number of affected users.
Problems can be submitted 24x7 by telephone, Internet or on-line chat.
Internet submissions are monitored during business hours (M-F 7:30 a.m. to 5:30 p.m.).
Time to Initial Response targets for submitted problems are two business hours for low and medium priorities, one clock hour for high priorities, and thirty clock minutes for urgent priorities.
Total Time to Resolution targets for problems are twelve business hours for low priorities, ten business hours for medium priorities, six clock hours for high priorities, and two clock hours for urgent priorities.
Performance against Initial Response and Resolution targets is measured regularly.
Customer satisfaction is measured regularly.
Service outages are analyzed to determine root causes and to indicate future preventative measures.

Product Rate

At this time all charges associated with Managed Novell File/Print Services are based on Special Billing Agreements (SBAs).

When the Internal Service Fund Rate Committee approves a rate, customers being charged via SBA will be converted to the approved rate according to rules established by the Rate Committee.

Provisioning of Managed Novell File/Print Services

Any State agency interested in purchasing Managed Novell File/Print Services should contact their assigned ITS Customer Relationship Manager (CRM) or contact the ITS Help Desk at (800) 678-3440 or (801) 538-3440. The provisioning process includes these steps:

1. The customer agency contacts the agency's assigned CRM or the Help Desk.
2. ITS arranges for a needs assessment meeting between the customer agency and ITS.
3. The customer agency and ITS discuss agency needs.
4. If Managed Novell File/Print Services meets the customer's needs, the customer provides the required software to ITS, billing information, and any special instructions.
5. An SBA will be created.
6. ITS sets up the agencies File/Print environment.
7. Service begins on an agreed upon date.

Product Agreement

ITS and the Customer agree that this Product Description together with an SBA constitute a binding agreement between both parties for the Product and related services required by the Customer. This Agreement remains in effect according to the terms specified in the SBA.